ProPath Processes

This document provides a limited scope summary of ProPath process descriptions and details for use by persons external to the Department of Veterans Affairs (VA). Each process listed in this summary does have a corresponding downloadable process map PDF in this library for use by persons external to the Department of Veterans Affairs (VA). If the process information you seek does not appear within the scope of these documents, please send an email to Process Management Service VA Process Management Services.

Process Name	Description	Goals	Associated Roles
AERB Compliance Review	The Architecture Engineering Review Board (AERB) process manages the review process for evaluating the compliance with the approved VA Enterprise Architecture (EA). This process is a comprehensive control process which supports providing the oversight, governance, coordination in order to minimizes conflicts and duplication of effort and enhance adherence to VA architecture and engineering standards across Office of Information and Technology (OI&T).	The AERB Compliance Review goals are to: - Determine if a full design review is warranted given the characteristics and scope content of the project's increment and quality of the submitted review materials - Conduct formal reviews of proposed system design - Determine if the system design is aligned with One-VA Enterprise Architecture - Provide meaningful review results back to the requestor - Approve system designs - Application maintenance (e.g., bug/defect fixes) as defined by the Product Support process do not require an AERB Compliance Review	- Architecture Engineering Review Board Members - Architecture Engineering Review Board Review Team - Architecture Engineering Review Board Secretariat - Architecture Engineering Review Board Support Team - Co-chairs, Architecture Engineering Review Board - Deputy Chief Information Officer, Architecture, Strategy and Design - Office of Responsibility - Project Manager - Project Team - Subject Matter Expert(s)
AERB Waiver Review	The Architecture Engineering Review Board (AERB) Technology Waiver Review process provides the ability for a project manager to request the use of non-compliant technology for a new system or enhancement to an existing system in accordance with the One-VA Technical Reference	AERB Technology Waiver Review goals include: - Conducting the formal review of a waiver request - Evaluating the impact of the proposed waiver on the VA enterprise - Ensuring that any authorized deviations retain the ability to interoperate with other	- Architecture Engineering Review Board Members - Architecture Engineering Review Board Review Team - Architecture Engineering Review Board Secretariat - Assistant Secretary for Information and Technology - Co-chairs, Architecture Engineering Review

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	Model. An AERB Technology Waiver Review involves requests for deviations from approved tools and standards in the One-VA Technical Reference Model and authorizes the deviation for a given timeframe. An AERB Technology Waiver Request may be submitted in conjunction with an AERB Compliance Review.	VA systems - Minimizing deviations from the VA Enterprise Technical Architecture and the One-VA Technical Reference Model - Providing a recommendation on AERB technology waiver request to the Deputy Chief Information Officer, Architecture, Strategy and Design	Board - Deputy Chief Information Officer, Architecture, Strategy and Design - Office of Responsibility - Project Manager - Subject Matter Expert(s)
Assessment and Authorization	The Assessment and Authorization process describes the end to end process for ensuring new VA information systems adhere to and are in compliance with Federal Information Security Management Act (FISMA). The purpose of an Authority To Operate (ATO) is to ensure the risks to VA (operations, assets, or individuals) are acceptable. The result is the issuance of an ATO. If the risk to Agency operations, assets or the system to be moved into production or use production data. Throughout the Assessment and Authorization process System Owner work with their assigned Information Security Officer (ISO) to obtain an ATO. The process entails gaining access to the Governance, Risk and Compliance (GRC) tool, RiskVision, to serve as the management tool for the A&A process. The GRC tool is used to document accreditation requirements including technical testing/scans, security documentation, and actions identified during the Security Control Assessment. The completion of the required	The Goal of the Assessment and Authorization process is to ensure compliance with Agency information security policy and in support of the Federal Information Security Management Act (FISMA), and the attainment of an ATO for new systems.	- Assistant Secretary for Information and Technology - Certification Agent - Deputy Assistant Secretary, Office of Information Security - Director, Certification Program Office - Director, Office of Cyber Security - Information Security Officer - Office of Cyber Security Representative - Privacy Officer - System Owner

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	security documentation and technical tests enable the Office of Cyber Security (OCS) Certification Program Office (CPO) to determine the final risk to VA based on the vulnerabilities in the information system; assess any planned, completed, or corrective actions to reduce or eliminate those vulnerabilities; make a final determination on the acceptability of risk to VA; and prepare the final accreditation decision letter. The complete set of accreditation requirements including technical test and security documentations are enumerated in the “Office of Information Security, Accreditation Requirements Guide Standard Operating Procedures”. Once the accreditation requirements are met and submitted in RiskVision, the results are reviewed and approved by the Certification Agent, Directors of CPO and OCS, Deputy Assistant Secretary Office of Information Security, and finally Assistant Secretary for Information and Technology who grants or denies the Authority to Operate.		
Change Management	Change Management process provides procedures, plans, and other artifacts necessary to establish an effective change management program and to complete a documentation set to support it.	- Establish an Office of Information & Technology (OI&T) Change Management process. - Standardize methods and procedures that follow sound Change Management principles. - Communicate an adaptable framework for change management that allows OI&T offices to incorporate the principles of change management into their business	- Approving Official - Change Advisory Board, Technical Subject Matter Expert - Change Coordinator - Change Initiator - Change Manager - Change Submitter - Configuration Analyst/Librarian - Configuration Manager - Implementer - Project Manager/System

Process Name	Description	Goals	Associated Roles
		functions and work products as a routine procedure. - Allow OI&T to reinforce a commitment to minimizing or preventing adverse effects on VA information systems, as a result of a lack of proper planning, documentation, and/or coordination through an approved standard process.	Owner - Release Manager
Configuration Management	Establishes an Office of Information & Technology (OIT) Configuration Management process. Documents standardized repeatable methods and procedures that follow sound configuration management principles.	Establishes an Office of Information & Technology (OI&T) Configuration Management process. Documents standardized repeatable methods and procedures that follow sound configuration management principles. Communicates an adaptable framework for configuration management that allows OI&T offices to incorporate the principles of configuration management into their business functions and work products as a routine procedure. Allows OI&T to reinforce a commitment to minimizing or preventing adverse effects on VA information systems, as a result of a lack of proper planning, documentation, and/or coordination through an approved standard process	- Configuration Analyst - Configuration Manager - Project Manager/System Owner
Contract Services Support	The Contract Services Support (CSS) Process provides the procurement cycle from solicitation through and award of the contract, through contract management guided by the Federal Acquisition Regulation (FAR) and Veterans Affairs Acquisition Regulations (VAAR). The CSS Process	The goals of this process are: - Release the solicitation document - Receive and evaluate proposals - Award contracts - Provide Contract Management post contract award	- Acquisition Integrated Product Team - Acquisitions Rapid Response Service - Contract Specialist - Contracting Officer - Contracting Officer's Representative - Facility Chief Information Officer - Legal - Logistics Officer - Project Manager - Requestor

Process Name	Description	Goals	Associated Roles
	outlines a high-level summary to provide a better understanding of what occurs when acquisition requirements are solicited and a contract is awarded.		- Technical Evaluation Team - Unassigned - Vendor
Contractors On/Off- Boarding	The Contractors On/Off-Boarding (CONB) process describes the activities to obtain access to VA networks, facilities, and equipment by completing background investigations and required training and obtaining Government Furnished Equipment with appropriate software. After initial on-boarding, the process also establishes the framework for consistently ensuring that all individuals, contractors, have the proper access necessary to perform the role they are assigned and that they continue to meet those minimum requirements necessary to support granting the access. The CONB process complies with the Federal acquisition, security and privacy regulations.	The goal of the CONB process is to establish the set of activities required to provide, monitor, control, and remove an individual's access to VA systems, equipment, and facilities as appropriate to meet the needs of the VA. Specific goals include: - Completing required background investigation including the Special Agreement Check (SAC) for fingerprinting - Reviewing and accepting VA Rules of Behavior - Obtaining access to the Talent Management System - Documenting the required information security and privacy training to access the VA network - Receiving Government Furnished Equipment with needed software, if required - Accessing the VA Network and establishing remote VA network access as required - Obtaining VA identification and access to VA facilities - Monitoring and verifying successful completion of annual security training requirements - Monitoring and verifying successful adjudication of SAC, National Agency Check with Inquiries, Minimum Background Investigation, or	- Contractor Lead - Facility Chief Information Officer - Individual - Information Security Officer - Law Enforcement - Local Administrative Support - Network Security Operation Center - Personnel Security Office/Specialist - PIV Office - PKI Help Desk - Principal Deputy Assistant Secretary for Information and Technology - Security and Investigations Center - Service Delivery and Engineering Point of Contact - Sponsor - Supervisor - Talent Management System Administrator - VA Security Specialist

Process Name	Description	Goals	Associated Roles
		Background Investigation as appropriate to the role - Granting or withdrawing access based upon meeting or failing to meet requirements, initiate personnel actions as necessary - Notifying appropriate management personnel of access changes required based upon clearance adjudications or failure to meet requirements - Ensuring recovery of identity badges, Personal Identity Verification (PIV) cards, keys and other access granting items are recovered before the individual departs from the VA - Ensuring access to Public Key Infrastructure (PKI), as applicable - Ensuring recovery of all Government Furnished Equipment (desktops, laptops, smart phone, printers, faxes, etc.) and other government property are properly recovered and transferred to the appropriate office in the VA within 24 hours if the individual departs from the VA - Ensuring that clearance through appropriate physical security personnel occurs - Ensuring all system access privileges and network access are terminated - Ensuring that all appropriate personnel actions are initiated and - documented and notifications are made	
DoD/VA Authority To	The Department of Defense (DoD) / Department of	The overall goal of this process is to establish a	- Director, Certification Authority Office

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Operate Reciprocity	Veterans Affairs (VA) Authority to Operate (ATO) Reciprocity Process Defines a set of common repeatable procedures that assures the necessary due care has been performed and controls are implemented commensurate with information security and privacy risks.	common framework to facilitate reciprocity of ATOs for integrated Electronic Health Record (iEHR) systems between DoD and VA in a timely manner. Specific objectives of this process are: - To establish a common process framework for reciprocity of ATOs between DoD and VA based on the Federal Information Security Management Act of 2002 (FISMA); - To verify the necessary due care has been performed based on the established security authorization process from respective agencies; and - To achieve the necessary level of trust between DoD and VA by verifying the necessary information security and privacy controls have been implemented.	- Director, Office of Cyber Security - Information Assurance Manager - Information Security Officer - Information System Security Officer - National Information Security Officer - Program Management Office - Senior Information Security Officer
Enterprise Service Provisioning	The Enterprise Service Provisioning process is used when a new service or new service version is required by a solution that has been approved as an Active State project at Milestone 1. The scope of this process encompasses service development, testing, activation, and integration and monitoring within the enterprise Messaging Infrastructure (eMI) environment.	The goals of the Enterprise Service Provisioning process are to: - Create the detailed service design and incorporate the design in the Service Oriented Architecture / Enterprise Shared Service (SOA/ESS) Detailed Design section of the System Design Document - Develop associated service interfaces that meet the defined standards for use of services for the provisioning method utilized - Develop a new service or update an existing service - Conduct Unit Testing, Integration Testing and Service Acceptance - Ensure the Technical Service Owner is assigned	- Developer - Director, Product Assessment - eMI Project Manager - Enterprise Shared Service Center of Excellence - Project Manager - Service Architect - Service Integrator - Service Owner - Software Quality Assurance Analyst - Software Quality Assurance Service Independent Verification and Validation Manager - Technical Service Owner

Process Name	Description	Goals	Associated Roles
		to exercise managerial ownership of the service in production - Place the new service into eMI production environment for use by authorized applications and systems - Monitor service performance	
Enterprise Service Specification	The Enterprise Service Specification (ESPEC) process refines the preliminary requirements for a Service and produces descriptions in sufficient detail to define the messages, message content, and resulting behavior per the Service Charter. When services are reused, any additional requirements are addressed in the Service Description and new Service version process. The ESPEC process verifies that the new or enhance service follows the architectural principles and standards as specified in the enterprise Messaging Infrastructure governance and the OneVA Enterprise Architecture (EA) Enterprise Technical Compliance Criteria. The provisioning method for delivering the service is selected. The ESPEC process is initiated by an approved project Business Requirements Document at Milestone 0. The Service Description and system design aspects are completed prior to Milestone 1. The Enterprise Shared Service Center of Excellence (ESS-CoE) maintains governance over service specifications using the ESPEC process.	The goals of the Enterprise Service Specification process are to: - Provide specific interface information, security requirements, and behavior information to allow the Service Integrator to complete the service Provisioning Phase of the Service Planning and Development Lifecycle - Create or associate the design diagrams, applicable technical specifications, and service operations for the service - Identify design dependencies associated with the service - Define the service interface messages, message content and behavior - Provide the essential information needed to determine the appropriate provisioning method for the service	- Business Analyst - Business Owner - Chairs, Enterprise Shared Services Center of Excellence - Domain Related FoSIM Team - Enterprise Shared Service Center of Excellence - Project Manager - Service Architect - Service Consumer - Service Integrator - Service Owner - Service Provider

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Facility Management	The Facility Management (FACM) (Existing) process is a structured flow for defining, managing, operating and auditing facilities IT infrastructure. The FACM process ensures the standards established via the OIT Design Guide are followed and adhered to.	The goal of the IT FACM (Existing) process is to provide a standard, repeatable process for facility IT infrastructure across VA Office of Information and Technology (OIT) locations. Specifically the process: - Documents standards and guidelines - Ensures compliance with the Office of Information and Technology Design Guide, February 2011 - Ensures consistency for existing FACM processes in OIT	- Construction and Facilities Management Staff - Facility Chief Information Officer - Facility Director/Medical Center Director - Facility Engineer - Facility Manager - Maintenance Personnel - Service Delivery and Engineering Program Administrative Office
Government Accountability Office	Government Accountability Office (GAO), often called the "congressional watchdog", is an independent, nonpartisan agency that supports the Congress in meeting its constitutional responsibilities. The GAO process addresses how a request from GAO to the VA is received, processed via determining the proper SMEs to provide information, obtaining the needed information, and submitting the requested content/artifacts to GAO. The goal of this process is to provide official guidance for managing U.S. Government Accountability Office (GAO) performance and financial audits of Information and Technology (OIT) operations.	- To provide guidance for managing - U.S. Government Accountability Office (GAO) performance and financial audits of the Office of Information and Technology (OIT) operations. - To describe actions for addressing and tracking GAO including: - Entrance Conference - Data Call - Exit Conference - Draft Report - Final Report and 60-Day Response Letter - Recommendation Follow-up	- Executive Leadership Team Liaison/Subject Matter Expert - Government Accountability Office Representative - Office of Congressional and Legislative Affairs - Quality, Performance and Oversight GAO Liaison
Implementation Management	The Office of Information Technology (OI&T) Implementation Management (IMP) process establishes a common understanding of the planning, management and the deployment of products and services within VA environments. The IMP process includes the	The goals of the Implementation Management process are to: - Deliver high quality, cost effective information products and application support services through the implementation and deployment of assigned	- Baseline and Configuration Management - Competency Supervisor, Product Development Implementation Management - Enterprise Systems Engineering Analyst

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	coordination between the Business Sponsor and Field organizations and staff to define, develop, and validate the business requirements needed to support the successful deployment and support of VA products and services. The IMP process defines the services from both Product Development who manage the software and end user interactions and Service Delivery and Engineering who manage the technology and network infrastructure to successfully accomplish the installation and deployment of applications and systems to achieve the VA mission. The process supports for both enterprise-wide deployments and those within specialized processing centers and environments across OI&T, Veterans Integrated Service Networks (VISNs), and facilities.	projects - Develop key artifacts to guide project teams and installation sites from the completion of product development through national release - Ensure adequate training plans are developed and executed - Monitor rollout activities and identify solutions for escalating implementation issues - Serve as the conduit and forward facing entity to Field IT staff - Coordinate Field workflow and measure capacity - Serves as a technical resource to the Project Manager and as a liaison to Project Sponsors and Enterprise Systems Engineering services to Field IT Services	- Facility Engineer - Product Development Implementation Manager - Program Manager - Project Manager - Service Delivery and Engineering Implementation Manager - Sponsor - System Owner
Independent Test and Evaluation	Enterprise Testing Service (ETS), an organization within Enterprise Systems Engineering (ESE), works hand-in-hand with Product Development (PD) to provide an independent evaluation of development artifacts and product software. Both Systems Quality Assurance Service (SQAS) and ETS are two forms of evaluations that are not mutually exclusive. The type of evaluation required is dependent upon the results of risk-based analysis. The evaluations help the Office of Information and Technology (OI&T) management minimize risk of schedule delays, cost overrun, poor quality, and	- Mitigate risk and provide feedback throughout the lifecycle - Ensure that products meet acceptable quality levels before promotion - Provide feedback for continuous improvement for process improvement - Continuously improve the likelihood that a quality product which meets user requirements is deployed on time and on budget - Ensure consistency in the testing methodologies and practices during Agile development - Validate that products are technically ready for incorporation into the VA infrastructure	- Associate Director, Software Quality Assurance Service - Director, Enterprise Systems Engineering Capacity Planning and Engineering - Director, Project Management Division - Enterprise Systems Engineering Capacity Planning and Engineering Operational Readiness Review Analyst - Enterprise Systems Engineering Test Analyst - Project Manager - Systems Quality Assurance Service Independent Verification and Validation Manager

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	software failure. ETS provides: - Test environments on which software products can be tested - Independent evaluations of project artifacts and project software Services falling under the category of Test Environments include: - New test database in the ETS Test Center (ETSTC) - Miscellaneous issue for help with an ETSTC testing environment problem - Database refresh - Database backup/restore - User access request to add/reset/modify/deactivate user access to an existing ETSTC environment - Test environment services are requested with an ETSTC Service Request. - Services falling under the category of Independent Evaluations include: - Work product reviews of project artifacts - Test observation and validation of the operation and use of the software product - Various types of testing including legacy Patient Safety Issue (PSI) testing, risk-based independent testing, performance testing, and system integration testing		
Innovative Technologies and Discovery Strategies	The Innovative Technologies and Discovery Strategies (ITDS) process provides the framework for discovering and assessing new technologies and new ways to use existing technologies with the potential to improve the way the VA accomplishes its mission. This framework also addresses developing internal and external	The Innovative Technologies and Discovery Strategies process: - Creates an awareness of technology driven innovative thinking/planning occurring in VA - Identifies methods to encourage innovative technology solutions - Increases the rate of new, innovative technology	- Architectural Engineering Review Board - Assistant Secretary for Information and Technology - Business Line - Director, VA Center for Innovation - Executive Selection Board - Innovation Project Manager

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	partnerships beneficial to the VA; identifying, developing, and validating Prototypes/Pilot Projects; and identifying the standards and criteria to vet and prioritize technology driven innovations.	insertion in the VA - Defines an approach to identify partnering opportunities that enables technology driven innovation - Develops a method, standards, and criteria to vet and prioritize technology driven innovation ideas - Determines a creative approach to pursue technology driven innovations - Extends the current innovation in VA to include technology driven innovation - Integrates the concept of technology driven innovation into program/project planning processes - Identifies standards and criteria to vet and prioritize technology driven innovation ideas - Validates Prototypes/Pilot Projects for full IT project development	- Internal Stakeholders - Office of Responsibility - Subject Matter Expert(s) - VA Center for Innovation - VA Center for Innovation (OI&T Node) - VA Center for Innovation OI&T Topic Lead
Intake Business Needs	The Intake Business Needs (INBN) process provides a single method for submitting business needs to the Office of Information and Technology (OI&T). The Requestor submits business needs through a web portal. The business needs are reviewed and assigned to the appropriate product manager. The INBN process includes conducting product research, determining architectural feasibility, conducting a high level architectural assessment, developing potential designs, and developing Epics. The INBN only serves as a mechanism to capture and review business needs within	The Goals of the Intake Business Needs (INBN) process are to: - Provide one clear, standard process for submitting business needs and critical new capability requests to OI&T - Provide early involvement by OI&T in all requirements processes - Establish the initial traceability of business needs by creating entries in a single repository - Produce Epics that articulate how the approach satisfies the business need	- Business Owner - Director, Product Engineering - PPM Intake Administrator - Product and Platform Management Portfolio Director - Product Engineer - Product Manager - Requestor - Stakeholder(s)

Process Name	Description	Goals	Associated Roles
	a single repository. All business needs are submitted through INBN process regardless of the funding source. The INBN process is not intended to handle change requests for needs within scope of fully funded projects.		
IT Asset Management	This process defines the best in class methodology for deploying and tracking Information Technology equipment that maximizes the value of VA assets while improving inventory accuracy and reducing cost.	- The goal of the Information Technology Asset Management (ITAM) process is to define the best in class methodology for acquiring, deploying and tracking equipment that maximizes the value of VA assets while improving inventory accuracy and reducing cost. Specifically the process: - Provides a clear and concise standard process from acquisition to disposal - Conforms to applicable Federal and VA policies and directives - Utilizes industry best practices adapted to the VA environment - Captures and integrates needed technical and financial information - Drives the organization to adopt the same standard process at every VA location - Utilizes applicable metrics to drive continuous improvement	- Facility Chief Information Officer - Information Security Officer - Integrated Product Team - Integrated Project Team - IT Asset Manager - IT Staff - Local VA Leadership - Logistics Officer - Logistics Staff - Project Manager - Regional Acquisition Team - Regional Director - Technology Management - VISN Chief Information Officer
Leased Space Planning, Programming, and Procurement	The Leased Space Planning, Programming, and Procurement Process is the Lease Renewal process that shows the collaborative effort of the IT Space and Facilities Management Office, Regional POC, Local POC and GSA working with the	The Goals of Leased Space Planning, Programming, and Procurement Process are as follows: - To document the process and decrease the amount of time it takes for a Lease Renewal	- Director, IT Space and Facilities Management - Facility Local Point of Contact - Facility Regional Point of Contact - General Services Administration Representative - General Services

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	appropriate Occupancy Agreements in completing a Lease Renewals, Lease Expansions, Lease Downsizing, New Lease Acquisition, and Lease Cancellations.	- To provide/define objectives for each hand off - To standardize internal forms (ex POR) - To establish formal, standardized processes, procedures, and timelines for lease procurement (new requirement, renewal, addition, deletion, other as applicable) - To define required planning steps and gateways for lease procurement actions - To provide formal definition of responsibility for (ownership of) the lease procurement process and process steps - To publish and propagate the VA-internal lease procurement standard	Administration Senior Executive - Internal Customer - IT Space and Facilities Management Budget Analyst - IT Space and Facilities Management Office - OI&T Organizational Pillar Point of Contact - Utilization Study Designee
Product Analysis and Concept Development	The Product Analysis and Concept Development (PRAN) process establishes a standard methodology for the assessment, alignment and management needs to deliver needed capabilities which is performed on an annual cycle. The PRAN process addresses lifecycle management of all IT products and begins prior to Project Management Accountability System (PMAS) Milestone 0 for business needs introduced at any phase in Planning, Programming, Budgeting and Execution (PPBE). The PRAN process recognizes resource limitations and allows the Business Stakeholder(s) to obtain alternative analysis if Product and Platform Management resources are not sufficient for timely consideration. PRAN does	The Goals of the Product Analysis and Concept Development (PRAN) process are to: - Provide a repeatable approach that expands the planning horizons for delivering new capabilities - Ensure alignment of business needs with strategic IT products and services including architecture standards and critical infrastructure - Document alignment of business needs to strategic goals, strategic IT products and services - Establish the initial traceability of business needs to provide early involvement by OI&T in downstream requirements processes - Promote adoption and reuse of existing products and services prior to buying	- Assistant Deputy Chief Information Officer for Product and Platform Management - Business Owner - Deputy Director, Enterprise Systems Engineering - Director, Cost Estimation - Director, Office of Cyber Security - Director, Product Engineering - Director, Program Planning and Oversight - Enterprise Architect - Enterprise Systems Engineering Senior Engineer - Office of Information Security IT Specialist - Product and Platform Management Cost Estimator - Product and Platform Management Portfolio Director

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	not prioritize business needs for funding.	or building - Provide the foundation to assess the relative efficiency of various alternative solutions to achieve the desired capabilities - Provide quantitative cost estimates detailing the cost of each capability for high-level planning purposes	- Product Development Program Planning and Oversight Management Analyst - Product Engineer - Product Manager - Stakeholder(s)
Product Architecture	This process defines the conceptual models needed to capture the functional elements and behavior of the product and how these are arranged into system components and the interactions among these components. It influences how functions are realized, how components are reused and standardized, how development work is divided up, and how components are envisioned to work together.	Specific goals include development of: -Conceptual Business Diagrams -Physical Architecture Diagrams -Functional Architecture Diagrams -Interface Architecture Diagrams -Deployment Diagrams	- Application and Data Architecture Service Director - Compliance, Advising, and Security Engineering (CASE) Security Specialist - Data Analyst - Information Security Officer - Solution Architect
Product Build	This process addresses the activities that entail building a product, such as developing and testing product components, performing peer and final reviews, creating product and system builds, and performing different types of tests (e.g., systems, component integrations, and user functionality.) Furthermore, this process also describes the activities for obtaining security and 508 compliance Authority to Operate, as well as developing release notes for the product.	Develop the product components from the approved product design Verify and validate functionality through: -Product Component Test -Product Component Integration Test -System Tests -User Functionality Test -Perform activities to certify 508 compliance -Develop Release Notes	- Configuration Manager - Developer - Director, Product Assessment - Identity and Access Management Project Manager - Program Executive Officer - Project Manager - Software Quality Assurance Analyst - Technical Writer - Test Analyst
Product Design	This process is used to describe a new system in sufficient detail that skilled developers can develop the software with limited	To describe the new system in sufficient detail that skilled developers can develop the software with minimal additional	- Application and Data Architecture Service Director - Data Analyst - Developer - Director, Product

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	additional input. Key Product Design artifacts are produced as a result of this process.	input. The output describes the new system as a collection of product components. Key Product Design artifacts include: -Context Diagrams -CRUD Matrix -Data Sources -Operational Sequence Diagrams -Physical and Logical Database Models -State Transition Diagrams	Assessment - Program Executive Officer - Program Manager - Project Manager
Product Documentation	Ensure necessary documentation is developed according to standards.	Product Documentation includes, but is not limited to: -Assessment and Authorization Package -Developer's Guide -Installation Procedures -Online Help -Operations and Maintenance System Support -Production Operations Manual -Release Notes -Security Guide -Systems Management Guide -Technical Manual -User Guide	- Program Executive Officer - Program Manager - Project Manager - Software Quality Assurance Analyst - System Owner - Technical Writer - Unassigned
Product Support	This process is used for sustainment (defect repairs) of VBA and VHA systems and projects that fall under the VistA Intake Program (VIP) to address minor enhancements to the VistA system. For sustainment, Product Support addresses problems in existing systems/applications by: Documenting and tracking submissions by users to support personnel Diagnosing issues to determine nature of the problem by support personnel Developing solutions or corrective actions and implementing	The Goals of Product Support are: - Support the concept of being part of ProPath as a major contributing component within an over-arching set of standard processes and guidance that includes aspects from Health and Benefits Product Support areas. - Provide a means to expose and leverage commonality of purpose, activities, techniques, expertise, and support documentation within the ProPath framework. - Enable users to perform Product Support activities in a clearly defined consistent manner, whose	- Benefits Product Support Division Director - Benefits Product Support Staff - Benefits Product Support Team Manager - Business User - Corporate Data Center Operations - Developer - Health Product Support Team Manager - Helpdesk or Operations - Issue Presenter - IT Chief - Project Manager - Remedy Requestor - Software Quality Assurance Analyst - System/Database Administrator - Tier 2 (T2) Health Product Support Specialist - Tier 3 (T3) Developer

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	them. Validating by users that the solutions or corrective actions applied by support personnel resolved the problem For enhancements that meet the criteria established by OI&T Executive Decision Memorandum and have approval of the VIP Goverance Board, Product Support addresses the release of minor VistA Program enhancements without the need to execute all processes that define the Project and System Development Life Cycles.	requirements and needs are well documented, resulting in measurable results that are superior to the practices that are in place today. - Provide a means to fast track release of minor VistA Program enhancements to accelerate the delivery of proven program improvements.	- Tier 3 (T3) SQA Analyst - Unassigned - VistA Intake Program (VIP) Team Lead - VistA Intake Program Governance Board - Vista Maintenance Team Manager
Project Closure	Project Closure is the process by which projects come to an end. A project that has been stopped and will not be re-started is placed in a Closed-Stopped state. A project that has successfully met its intended scope is placed in a Closed-Completed state. Prior to closure, a project must close out the contracts and release all resources.	Perform Post Implementation Review Perform Recognition Activities Release Resources for Reassignment Close the Project officially	- Director, Program Planning and Oversight - Office of Responsibility - Program Manager - Program Planning and Oversight Analyst - Project Manager
Project Initiation	Project Initiation is the process by which a project transitions from the Project Management Accountability System (PMAS) state of "New Start" into the state of "Planning". A project “New Start” state is a candidate for “Planning” once the project has been added to the Business Operating Plan and the Enterprise Project Structure identifies the funds released by the Information Technology Resource Management (ITRM). Projects require a Milestone 0 review to	The Goals of Project Initiation are as follows: - To determine if the business requirements are sufficient - To determine if the service level requirements are sufficient - To create a high level spend plan - To identify the project team - To ensure privacy requirements are determined - To ensure identity and access management requirements are	- Business Analyst - Business Unit Lead - Compliance, Advising, and Security Engineering (CASE) Security Specialist - Deputy Assistant Secretary/Deputy Chief Information Officer - Director, Health Product Support - Enterprise Architect - Identity and Access Management Governance Manager - Identity and Access Management Governance Review Intake Team - Identity and Access Management Project

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	establish if in full compliance before transitioning to Planning. The Project Manager is responsible for establishing the Milestone 0 review through the applicable Office Of Responsibility	determined - To ensure security and if needed, Compliance, Advising and Security Engineering (CASE) management requirements are determined To identify the integrated project team - To ensure design pattern guidance is reviewed for the project's development activity types when determining the overall design approach - To determine if the project is ready for the planning state	Manager - Office of Responsibility - Privacy Officer - Privacy Services - Program Manager - Project Manager - Segment Architect - Tier 2 (T2) Health Product Support Division Director - Tier 2 (T2) Health Product Support Specialist - Tier 3 (T3) Sustainment
Project Launch	To initiate a series of activities to be performed once a project is approved by the Assistant Secretary for Information and Technology and is fully funded.	Specific goals include: - Create a disciplined, systematic change control process for the project Ensure that project has the resources (hardware, software, and tools) needed for the project - Obtain stakeholders commitment at project Kick-off	- Program Executive Officer - Program Manager - Project Manager
Project Monitoring and Control	Project Monitoring and Control is a disparate set of processes to review, analyze and report the progress and performance of a project to the baseline plan as well as ensure compliance with PMAS and ProPath requirements.	Gather project repository information, project performance, and other key project related data. Consolidate and analyze project related information Issue and maintain required monthly reports including, but is not limited to, - Office of Information and Technology Monthly Performance Report - Monthly Managerial Briefing - Project Repository Feedback Report - Project Health Check Feedback Conduct and report Project Management Accountability System (PMAS) Guide and ProPath Processes Independent	- Agile Scrum Master - Assistant Secretary for Information and Technology - Deputy Assistant Secretary/Deputy Chief Information Officer - Enterprise Risk Management Analyst - Enterprise Risk Management Team Director - Enterprise Risk Management Team Lead - Integrated Project Team Member - Measurement Team Analyst - Office of Responsibility

Process Name	Description	Goals	Associated Roles
		Compliance reviews Issue and maintain the TechStat Outcome Report providing a plan of corrective action to missed increment/milestone - Request, as required, the Executive Leadership Team to provide assistance/support/resolution for identified issues/risks (Yellow & Red Flags) - Provide accurate and complete project data entry into the PMAS Dashboard	- Planner - PMAS Business Office - Program Manager - Program Planning and Oversight Manager - Project Manager - Project Team Member - Section 508 Program Office Audit Team
Project Planning	This process is for planning new projects. It includes project transitions required by the Project Management Accountability System (PMAS) to move state of Planning into the state of Active or Provisioning. Planning is a continuous process and persists until all project increments are identified and all committed delivery milestones are met. Projects in the Planning state must receive approval for entry into the Active state through a Milestone 1 Review for Active. If an acquisition is required, and all other planning is done, the PM may request a Milestone 1 Review for Provisioning. The Project Manager is responsible for establishing the Milestone 1 review through the applicable Office of Responsibility. Project Planning integrates with a number of processes which include: - Architectural Engineering Review Board Compliance (ACOM) - Acquisition Life Cycle (Multiple processes) - Data Storage Infrastructure Management (DSIM)	- Develop required artifacts for Project Management Accountability System (PMAS) MS1 approval - Initiate Initial Release Planning activities - Perform Testing Intake Assessment (TIA) and ASSESS for Capacity Performance Engineering (CPE) - Initiate System Engineering Design Reviews (SEDR) and Architectural Engineering Review Board (AERB) Reviews - Evaluate need for Acquisition(s) and define Product Acceptance - Conduct MS1 Reviews for Active or Provisioning to facilitate transition to PMAS Active or Provisioning states	- Application and Data Architecture Service Director - Assistant Secretary for Information and Technology - Associate Director, Software Quality Assurance Service - Chief, PM Monitor and Control Division - Deputy Assistant Secretary/Deputy Chief Information Officer - Director, Health Product Support - Director, Product Assessment - Director, Program Planning and Oversight - Director, Software Development - Enterprise Systems Engineering Analyst - Enterprise Systems Engineering Release Officer - Functional Analyst - IT Resource Manager - National Service Desk (NSD) Process Integration Team - Office of Responsibility - Program Manager - Project Manager - Software Metrics and Estimation Team Member - Software Quality Assurance Analyst - Software Quality Assurance Service Independent Verification and Validation Manager

Process Name	Description	Goals	Associated Roles
			- Solution Architect - Tier 2 (T2) Health Product Support Division Director - Tier 2 (T2) Health Product Support Specialist - Tier 3 (T3) Sustainment Mana
Project Shut Down	Project Shutdown is a series of processes to ensure that the shutdown of a project is properly coordinated with all stakeholders, fully documented for future reference and audit traceability, and performed in a controlled environment through a documented process.	The goals of the Project Shut Down process are to ensure that the shutdown of a project is: - Properly coordinated with all stakeholders - Fully documented for future reference and audit traceability - Performed in a controlled environment through a documented process	- Chief Architect - Deputy Secretary of Veterans Affairs - IT Resource Manager - Office of Responsibility - PMAS Business Office - Program Manager - Project Manager - Triad (OOR, OAL, OGC)
Release Management	The Release Management Process provides protection of the live production environment and its services through establishment of formal procedures and checks to govern the scheduling and deployment of changes by controlling when changes will occur, what is approved and authorized to be changed, and where those approved changes will be implemented.	This process uses tactical objectives that support realization of Enterprise Release Management's strategic goal by providing information in three general categories: 1. When will the change occur? - Collect planned implementation dates for all Release packages as early as possible. - Collaborate with Change Management to maintain an up-to-date "forward schedule of changes" that reflects planned deployment dates for each activity. - Collect updates at key points to continuously renew the Calendar and optimize deployment planning. 2. What will change? - Ensure that all Release packages are tested, authorized, and approved by appropriate stakeholders. - Ensure that all Release packages meet Project Management Accountability System Milestone and production	- Assistant Deputy Chief Information Officer for Product Support - Change Coordinator - Configuration Manager - Customer - Director, Enterprise Systems Engineering Lifecycle and Release Management - Director, Health Product Support - Director, Product Assessment - Director, Software Development - Enterprise Systems Engineering Release Officer - Executive Director, Enterprise Systems Engineering - Health Product Support Manager - Health Product Support Release Coordinator - Health Product Support Team Manager - Initial Operating Capability Implementation Manager - Initiative Leads - National Service Desk (NSD) Process Integration Team - Office of Responsibility - Product and Platform Management Portfolio

Process Name	Description	Goals	Associated Roles
		operational requirements prior to advancing to an Active Implementation State. - Ensure that master copies of all software and required artifacts (supporting documentation) are secured and indexed in the Definitive Media Library. - Ensure that details about Release- related Configuration Items are made available to Configuration Management services in order to update product and infrastructure baselines in the Configuration Management Database. 3. Where will the change be implemented? - Ensure collaboration and coordination among Product Development, Testing Services, Change Management, Operations, Release Management, and Executive Management at the implementation site(s) concerning the content and rollout of the Release and the readiness of the host(s). - Ensure that the implementation of software or hardware into the operational environment adheres to the Office of Information and Technology (OI&T) framework of established standards for Configuration Management,	Director - Project Manager - Service Delivery and Engineering Implementation Manager - Stakeholder(s) - Talent Management System Administrator - Tier 2 (T2) Health Product Support Specialist - Tier 3 (T3) Sustainment Manager - Training Manager - Unassigned - VHA Release Management Team

Process Name	Description	Goals	Associated Roles
		Change Management and Pre-Production testing and verification, and meets local site requirements. - Ensure that all implementers are prepared, trained, and ready to receive the Release.	
Request for Service Consumption	The Request for Service Consumption (RFSC) process provides means of finding existing or planned services and requesting, reviewing the request, and authorizing reuse of those services by enterprise consumers. The RFSC process supports both a planned scenario as part of the Family of Services/Initiatives Management (FoSIM) Service Portfolio Planning (SPP) process and a tactical scenario wherein a program already in development identifies a need to consume one or more services. The RFSC process is used by Service Consumer, Business Owner or their designee to request consumption of a service. The process allows the Service Requester to request changes to the service if either the functionality or quality of service (QoS) level requirements are not met. If an appropriate service does not exist for the requirements, a request for a new service or new service version is submitted to the Service Portfolio Planning process. The Enterprise Shared Service (ESS) Center of Excellence (COE) is responsible for performing the reviews of requests to	The goals of the Request for Service Consumption process are to: - Provide a way for Service Requestors, the consumers, to request use of a shared service - Provide a mechanism for approving requests by the ESS Center of Excellence for service consumption - Ensure that proposed changes to services are assessed and approved by the ESS COE in consultation with Service Consumers and other Stakeholders	- Budget Officer - Business Architect - Business Owner - Chairs, Enterprise Shared Services Center of Excellence - Contracting Officer's Representative - Domain Related FoSIM Team - Enterprise Shared Service Center of Excellence - Enterprise Shared Service Center of Excellence Technical Working Group - Information Security Officer - Program Manager - Service Architect - Service Consumer - Service Owner - Service Provider - Service Requestor

Process Name	Description	Goals	Associated Roles
	consume services, recommending alternative services where appropriate, authorizing service consumption, and avoiding inappropriate usage of services. The ESS Center of Excellence maintains governance over service consumption using the RFSC process.		
Requirements Elaboration	The Requirements Elaboration process addresses the evaluation and incorporation of applicable mandated cross-cutting functional and non- functional requirements (and meta-data) provided to OIT development projects with the support and consultation of the Product Development Requirements Management Repository Team. One of the outcomes of this process is the development of the Requirements Traceability Matrix. Furthermore, this process addresses the development of Use Case Scenarios and Models which specify the “actors” and the sequence of activities performed by the actors interacting with the project to be developed. Finally, for the projects which have adopted the Agile project development/management methodology, the Requirements Elaboration process addresses the creation of Epic and User Stories.	Evaluate cross-cutting requirements for implementation Document use case scenarios Document nonfunctional requirements Ensure requirements traceability	- Director, Product Assessment - Functional Analyst - Project Manager - Requirements Management Repository Analyst
Restart Paused Projects	This process is used to plan the restart of a paused project. If a project fails to meet delivery milestones, it must replan prior to moving	The goals of Restart Paused Project include: - To Obtain Project Management Accountability	- Assistant Secretary for Information and Technology - Associate Director, Software Quality

Process Name	Description	Goals	Associated Roles
	forward. The Project Manager must submit the plan for restart within 60 calendar days of the project pause decision to move out of a Paused State.	System (PMAS) approval - To Perform Testing Intake Re- Assessment PMAS: Project Restart includes: - Chartering the project to start - Refining all required artifacts as designated by PMAS - Submitting the decision of approval to the Program Change Control Board Testing Intake Re-Assessment: - Integrating Enterprise Systems Engineering (ESE) into the updated project schedule to mitigate risk associated with the testing activities.	Assurance Service - Deputy Assistant Secretary/Deputy Chief Information Officer - Enterprise Systems Engineering Analyst - Office of Responsibility - Program Executive Officer - Program Manager - Project Manager - Software Quality Assurance Service Independent Verification and Validation Manager
Service Planning and Development Lifecycle	A process map depicting the processes, sequence, and phases in which the processes operate in a System Development Life Cycle.		
Service Portfolio Planning	The Service Portfolio Planning process is part of Family of Services/Initiatives Management (FoSIM) and provides a high level collaborative planning process for a particular business area and/or service increment among service architects, business architects, and cross-functional members of the Integrated Project Team (IPT) including the Product Support team. The Service Portfolio Planning process is intended to be an iterative process for a particular program/business area. Iterations are initiated during strategic or tactical planning prior to any particular project or program being undertaken in Project Management	The goals of the Service Portfolio Planning (SPP) process are to: - Define the Target Service Architecture that supports a portion of the overall VA Business Architecture - Define the associated Service Portfolio Roadmap in alignment with the VA Enterprise Roadmap - Obtain formal review of prioritized service needs and the Target Service Architecture by the Enterprise Shared Service Center of Excellence - Initiate service lifecycles for newly identified services or service versions by producing service charters and preliminary service descriptions	- Application and Data Architecture Service Director - Business Analyst - Business Architect - Business Owner - Chairs, Enterprise Shared Services Center of Excellence - Deputy Chief Information Officer, Architecture, Strategy and Design - Director, Enterprise Shared Service Center of Excellence - Enterprise Shared Service Center of Excellence - Product and Platform Management Portfolio Director - Product Manager - Service Architect

Process Name	Description	Goals	Associated Roles
	Accountability System (PMAS), during project initiation prior to PMAS Milestone 0 for significant functional needs and/or changes, and/or during project planning between Milestones 0 and 1. A detailed version of a project's scoped service architecture should be completed by Milestone 1. The Service Portfolio Planning process produces progressively more detailed versions of the target service architecture and an associated service roadmap for reaching that target. The process plays a key role in ensuring that IT Services are responsive to VA business needs and promotes service reuse. The process plays a key role in the evolution towards a unified environment that promotes integration of enterprise information and promotes establishing Enterprise Shared Services (ESS) as a strategy for reuse, interoperability, and governance of services across internal and external organizational and program boundaries. The review, analysis and prioritization activities of the process result in updates to the Service Portfolio Plans that are focused on delivery of targeted service capabilities and supports the VA Enterprise Technology Strategic Plan.		- Service Infrastructure Architect - Stakeholder(s)
Service Registration Intake	The Service Registration Intake (SRI) process provides means of registering both existing and planned services that are not in the Service Request Backlog. The SRI process is used by Service Providers or	The goals of the Service Registration Intake process are to: - Provide a way for Service Provider to register the service, allowing insight into the progress of service development	- Chairs, Enterprise Shared Services Center of Excellence - Domain Related FoSIM Team - Enterprise Shared Service Center of Excellence

Process Name	Description	Goals	Associated Roles
	other designees to capture key aspects about a service. The Enterprise Shared Service (ESS) Center of Excellence (COE) reviews services requested for registration and resolves issues with duplicative or overlapping services, ensures the requirements for registration are met, determines the lifecycle phase of the service, and makes appropriate updates to the Service Registry. The ESS Center of Excellence maintains governance over service registration using the SRI process.	- Provide a mechanism for identifying and resolving duplicative services as early as possible - Ensure that registered services are reviewed by the ESS COE to ensure integrity of the Service Registry - Provide a mechanism for approving service registration requests by the ESS COE	- Service Architect - Service Owner - Service Provider - Service Requestor
Start Subsequent Increment	The process by which planning activities for project increment are performed and reviewed to exit the Planning State. In the process incremental deliverables are identified with the Customer including software products, applications, or systems and Customer accepts the planned deliverables as meeting the business requirements.	The goals of Start Subsequent Increment include: -To obtain PMAS approval -To perform Testing Intake Assessment PMAS: -Providing documented evidence whether or not the PM believes the project has met the requirements of the increment deliverable -Providing documented evidence whether or not the Release Manager has verified that the infrastructure is in place or funded to implement the increment deliverable -Providing documented evidence whether or not the Customer has accepted the increment deliverable -Providing documented evidence of the timeliness of the increment deliverable -Integrating Enterprise	- Assistant Secretary for Information and Technology - Associate Director, Software Quality Assurance Service - Deputy Assistant Secretary/Deputy Chief Information Officer - Enterprise Systems Engineering Analyst - IT Resource Manager - National Service Desk (NSD) Process Integration Team - Office of Responsibility - Program Executive Officer - Program Manager - Project Manager - Software Quality Assurance Service Independent Verification and Validation Manager

Process Name	Description	Goals	Associated Roles
		Systems Engineering (ESE) into the updated project schedule information to mitigate risk associated with the testing activities Testing Intake Assessment: -Integrating ESE Testing and Release Management into the updated project schedule information to mitigate risks associated with the deployment of the software deliverable into a production environment	
System Development Life Cycle	A process map depicting the processes, sequence, and phases in which the processes operate in a System Development Life Cycle.		-
VA Enterprise Architecture Customer Support	The VA Enterprise Architecture (EA) Customer Support Management process provides Customers with the ability to submit questions, offer feedback, suggest changes VA EA content, and request support. The first goal is to ensure all VA EA customer feedback and support request submissions are captured, managed, and addressed.	The goal of VA Enterprise Architecture Customer Management Support (EACF) process is to: - Ensure all VA EA customer feedback and support request submissions are captured, managed, and addressed - Ensure responses are communicated back to the customer and the customer understands the response - Provide a method for VA leaders and other VA EA customers to improve the VA EA - Increase VA EA usage and customer satisfaction	- Chief Architect - Customer - Customer Support Coordinator
Vendor Access Management	Vendor Access Management's purpose is to ensure that vendor requests for access to the VA are managed, controlled, and coordinated. Vendor specific information is properly captured and stored in the vendor file. All vendor inputs are received, acknowledged, and appropriate actions	Vendor Access Management ensures: - All vendor inputs are captured and vendor files updated - Each vendor meeting request is addressed - Appropriate meetings are scheduled - Actions taken are	- Deputy Assistant Secretary, IT Resource Management - Director, Vendor Management Office - Executive Director - Vendor Management Office Staff - Vendor Management Office Staff Lead

Process Name	Description	Goals	Associated Roles
	taken to provide timely and accurate responses to schedule appropriate meetings based upon vendor input and existing vendor file information.	communicated back to the vendor - Adequate government preparation for vendor meetings	